

## DeskPRO Build #133 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-10-02

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #133

:The following is an automatically generated list of changes in this release

- Fix when user returns from timeout the input box on agent side remaining hidden
- Fix switching away from 'awaiting agent' under archive
- Different error message for perm errors, dont show ticket in search results based on id/ref if cant view it
- Handle ajax error case when submitting reply: show standard error, re-reveal form so you can send again
- Fix selected tab being gone when switching between agent settings tabs
- 'Fix typo in 'ticket'
- Prevent sql error when saving no title field
- Fix setting 'awaiting user' status on newticket
- Tweak font-size/alignment of custom fields in org
- (Add missing term for url (with widget submitted tickets
- Build script to upgrade triggers to new events
- Fix day created term
- Fix event names on escalation triggers, save date a trigger was created, escalations only run on tickets created after it was created
- Bit more work around triggers/escalations - Fix misc issues with defining, listing and editing escalations - Add escalations to main menu - Add delete button to escalations and triggers - Fix department term
- Make sure message match is available on updated trigger event, show only ones that make sense
- Fix event types not matching for new via web, fix message match with new from web
- Add trigger criteria for matching on messages with regex
- Add voting on feedback from website widget
- Fix day created term
- Fix lang and usergroup terms
- Fix 'merged ticket' browser alert
- Clean out some old blob serving code that has been replaced by serve\_file.php
- Change url of default avatar to have .jpg extension to fix gravatar
- Fix org email domain associations sticking around after org has been deleted

- Fix loading article pages in website widget loading full ui
- creation\_system\_option should be blank by default
- Fix category titles not being keyed by id when specified id's requested
- .Expose chat conversations/messages to the API
- Add an overlay that is shown when doing an automatic sign-in via JS SSO to ensure
  - .that users know the page is reloading
  - .Limit JS SSO sign ins to the first page of a session
  - .Disable cookie- and JS-based SSO when the user explicitly logs out
- Updates to triggers - Make sure proper criteria are added to proper trigger types
- Add new trigger types
- Move Magento user source into the plugin. Adjust the user source to use the API to authenticate people, rather than direct database calls. Add JS-based single sign on
  - .(support for Magento (depends on a Magento extension, to be available soon
- Store origin url of a newticket created via widget or embedded form
- Updates to event types in trigger executor, make sure creation\_system is set to the proper value for new tickets and replies
- Update grouping of 'new ticket' triggers
- More around triggers - Separate out triggers/escalations - Choose trigger type from listing, always force specific event choice - New more specific event types - Add 'any' terms ability and matching
- Changes to new trigger forms
- Remove a couple other references to query cache
- Bit of a cleanup of trigger stuctures
- Create "user source plugin" system to allow plugins to define custom user sources with the necessary classes (form type, form model, adapter class) and form template
  - .in the plugin hierarchy and available immediately after installing a plugin
- Add support for single sign on with Magento users via cookies. A person visiting DeskPRO will be automatically logged in/have an account automatically created if
  - .they are logged into Magento

If you are using the cloud version of DeskPRO, your account will have already been updated .or will be updated within the next 24-48 hours

If you are using DeskPRO download, you can update your installation from the admin .interface